

Survey Summary by Originating Organization / Agency

For Surveys created from 06/09/2004 to 06/13/2004 and responded to through 06/18/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency							
<u>Attorney General</u>	10 Survey(s) Found						
Was the service provided in a timely manner?	2	5	1	0	0	4.13	1
Was the technician knowledgeable?	6	2	0	0	0	4.75	1
Was the problem solved to your satisfaction?	5	3	1	0	0	4.44	2
Was the technician friendly?	8	1	0	0	0	4.89	0
Was the solution of your problem clearly communicated to you?	6	3	0	0	0	4.67	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	9				0
Was your problem resolved with your initial contact to DIT Support?	5	5	0				4
<u>Dept Information Technology</u>	68 Survey(s) Found						
Was the service provided in a timely manner?	53	7	4	0	2	4.65	3
Was the technician knowledgeable?	54	6	5	1	1	4.66	0
Was the problem solved to your satisfaction?	56	5	4	0	2	4.69	2
Was the technician friendly?	60	5	0	0	2	4.81	1
Was the solution of your problem clearly communicated to you?	55	7	2	0	2	4.71	2
If Field Services visited your workstation did they leave a note explaining what was done?	21	0	47				2
Was your problem resolved with your initial contact to DIT Support?	32	14	22				5
<u>Dept of Agriculture</u>	15 Survey(s) Found						
Was the service provided in a timely manner?	10	5	0	0	0	4.67	1
Was the technician knowledgeable?	12	2	1	0	0	4.73	1
Was the problem solved to your satisfaction?	12	2	0	1	0	4.67	1
Was the technician friendly?	11	3	1	0	0	4.67	1
Was the solution of your problem clearly communicated to you?	10	2	3	0	0	4.47	1
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	12				0
Was your problem resolved with your initial contact to DIT Support?	12	2	1				0

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Dept of Career Development	17 Survey(s) Found						
Was the service provided in a timely manner?	13	2	0	0	0	4.87	3
Was the technician knowledgeable?	10	4	1	0	0	4.60	0
Was the problem solved to your satisfaction?	13	1	0	1	0	4.73	1
Was the technician friendly?	14	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	12	2	0	1	0	4.67	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	13				0
Was your problem resolved with your initial contact to DIT Support?	10	4	1				0
Dept of Civil Service	6 Survey(s) Found						
Was the service provided in a timely manner?	4	0	2	0	0	4.33	2
Was the technician knowledgeable?	4	1	1	0	0	4.50	1
Was the problem solved to your satisfaction?	4	2	0	0	0	4.67	0
Was the technician friendly?	6	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	3	1	1	0	0	4.40	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	4				0
Was your problem resolved with your initial contact to DIT Support?	3	2	0				0
Dept of Community Health	46 Survey(s) Found						
Was the service provided in a timely manner?	24	12	5	5	0	4.20	7
Was the technician knowledgeable?	21	17	7	1	0	4.26	6
Was the problem solved to your satisfaction?	33	8	3	2	0	4.57	4
Was the technician friendly?	35	8	2	0	0	4.73	6
Was the solution of your problem clearly communicated to you?	29	9	4	2	1	4.40	5
If Field Services visited your workstation did they leave a note explaining what was done?	7	5	32				4
Was your problem resolved with your initial contact to DIT Support?	29	13	4				10
Dept of Consumer Ind Services	20 Survey(s) Found						
Was the service provided in a timely manner?	11	5	4	0	0	4.35	1
Was the technician knowledgeable?	12	4	3	0	0	4.47	3
Was the problem solved to your satisfaction?	11	5	0	2	1	4.21	4
Was the technician friendly?	17	1	1	0	0	4.84	3
Was the solution of your problem clearly communicated to you?	12	5	1	1	0	4.47	2
If Field Services visited your workstation did they leave a note explaining what was done?	7	1	11				1
Was your problem resolved with your initial contact to DIT Support?	11	6	2				2
Dept of Corrections	97 Survey(s) Found						
Was the service provided in a timely manner?	60	19	5	5	7	4.25	13
Was the technician knowledgeable?	64	15	7	3	2	4.49	12
Was the problem solved to your satisfaction?	65	16	5	2	6	4.40	11
Was the technician friendly?	73	14	4	0	0	4.76	9
Was the solution of your problem clearly communicated to you?	65	17	5	3	4	4.45	8
If Field Services visited your workstation did they leave a note explaining what was done?	20	6	70				3
Was your problem resolved with your initial contact to DIT Support?	69	24	2				7

		Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>								
<u>Dept of Education</u>	18 Survey(s) Found							
Was the service provided in a timely manner?	14	1	2	0	1		4.50	2
Was the technician knowledgeable?	17	0	1	0	0		4.89	0
Was the problem solved to your satisfaction?	12	2	2	1	0		4.47	1
Was the technician friendly?	17	0	1	0	0		4.89	2
Was the solution of your problem clearly communicated to you?	16	1	1	0	0		4.83	1
If Field Services visited your workstation did they leave a note explaining what was done?	3	2	11					3
Was your problem resolved with your initial contact to DIT Support?	12	4	2					3
<u>Dept of Environmental Quality</u>	28 Survey(s) Found							
Was the service provided in a timely manner?	16	8	1	1	0		4.50	6
Was the technician knowledgeable?	16	7	0	1	0		4.58	5
Was the problem solved to your satisfaction?	19	6	1	0	1		4.56	3
Was the technician friendly?	22	3	0	0	0		4.88	4
Was the solution of your problem clearly communicated to you?	16	6	2	0	0		4.58	1
If Field Services visited your workstation did they leave a note explaining what was done?	12	0	14					1
Was your problem resolved with your initial contact to DIT Support?	15	8	3					5
<u>Dept of Hist Art and Libraries</u>	6 Survey(s) Found							
Was the service provided in a timely manner?	3	1	0	1	0		4.20	2
Was the technician knowledgeable?	5	0	0	0	0		5.00	2
Was the problem solved to your satisfaction?	3	3	0	0	0		4.50	1
Was the technician friendly?	5	1	0	0	0		4.83	1
Was the solution of your problem clearly communicated to you?	5	0	0	0	0		5.00	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	5					1
Was your problem resolved with your initial contact to DIT Support?	5	1	0					1
<u>Dept of Management & Budget</u>	12 Survey(s) Found							
Was the service provided in a timely manner?	5	5	2	0	0		4.25	3
Was the technician knowledgeable?	4	6	1	0	0		4.27	1
Was the problem solved to your satisfaction?	7	3	0	2	0		4.25	1
Was the technician friendly?	8	2	1	0	0		4.64	1
Was the solution of your problem clearly communicated to you?	5	5	2	0	0		4.25	1
If Field Services visited your workstation did they leave a note explaining what was done?	4	1	7					0
Was your problem resolved with your initial contact to DIT Support?	5	5	2					0
<u>Dept of Military and Veterans</u>	3 Survey(s) Found							
Was the service provided in a timely manner?	1	1	1	0	0		4.00	0
Was the technician knowledgeable?	2	1	0	0	0		4.67	0
Was the problem solved to your satisfaction?	1	1	0	1	0		3.67	1
Was the technician friendly?	2	1	0	0	0		4.67	0
Was the solution of your problem clearly communicated to you?	2	0	1	0	0		4.33	1
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	1					0
Was your problem resolved with your initial contact to DIT Support?	2	1	0					0

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of Natural Resources</u>	30 Survey(s) Found						
Was the service provided in a timely manner?	14	10	3	2	1	4.13	8
Was the technician knowledgeable?	18	9	1	0	0	4.61	7
Was the problem solved to your satisfaction?	22	2	3	2	1	4.40	6
Was the technician friendly?	22	5	1	0	0	4.75	2
Was the solution of your problem clearly communicated to you?	19	6	4	1	0	4.43	1
If Field Services visited your workstation did they leave a note explaining what was done?	10	1	17				1
Was your problem resolved with your initial contact to DIT Support?	17	8	4				7
<u>Dept of State</u>	25 Survey(s) Found						
Was the service provided in a timely manner?	18	2	2	2	0	4.50	3
Was the technician knowledgeable?	19	3	1	0	0	4.78	5
Was the problem solved to your satisfaction?	18	4	0	0	1	4.65	6
Was the technician friendly?	21	1	1	0	0	4.87	2
Was the solution of your problem clearly communicated to you?	19	2	0	1	0	4.77	3
If Field Services visited your workstation did they leave a note explaining what was done?	4	1	19				4
Was your problem resolved with your initial contact to DIT Support?	14	9	1				4
<u>Dept of Transportation</u>	49 Survey(s) Found						
Was the service provided in a timely manner?	30	10	4	1	2	4.38	6
Was the technician knowledgeable?	31	6	5	1	1	4.48	8
Was the problem solved to your satisfaction?	30	7	6	1	2	4.35	7
Was the technician friendly?	35	8	2	0	0	4.73	6
Was the solution of your problem clearly communicated to you?	31	5	6	1	3	4.30	7
If Field Services visited your workstation did they leave a note explaining what was done?	8	7	31				6
Was your problem resolved with your initial contact to DIT Support?	26	13	9				7
<u>Dept of Treasury</u>	32 Survey(s) Found						
Was the service provided in a timely manner?	16	10	3	1	0	4.37	3
Was the technician knowledgeable?	17	9	4	0	0	4.43	1
Was the problem solved to your satisfaction?	16	10	3	0	2	4.23	5
Was the technician friendly?	22	9	0	0	0	4.71	1
Was the solution of your problem clearly communicated to you?	15	8	5	2	1	4.10	1
If Field Services visited your workstation did they leave a note explaining what was done?	3	1	27				3
Was your problem resolved with your initial contact to DIT Support?	21	9	0				6
<u>Family Independence Agency</u>	173 Survey(s) Found						
Was the service provided in a timely manner?	93	41	21	7	9	4.18	25
Was the technician knowledgeable?	84	52	16	8	1	4.30	23
Was the problem solved to your satisfaction?	96	41	16	9	4	4.30	23
Was the technician friendly?	102	42	11	3	0	4.54	26
Was the solution of your problem clearly communicated to you?	76	53	16	8	4	4.20	21
If Field Services visited your workstation did they leave a note explaining what was done?	12	6	145				8
Was your problem resolved with your initial contact to DIT Support?	84	56	25				20

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Friend Of the Court</u>	2 Survey(s) Found						
Was the service provided in a timely manner?	0	1	0	1	0	3.00	1
Was the technician knowledgeable?	1	1	0	0	0	4.50	0
Was the problem solved to your satisfaction?	0	2	0	0	0	4.00	0
Was the technician friendly?	1	1	0	0	0	4.50	0
Was the solution of your problem clearly communicated to you?	0	2	0	0	0	4.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	1				1
Was your problem resolved with your initial contact to DIT Support?	1	0	1				0
<u>Michigan Gaming Control Board</u>	1 Survey(s) Found						
Was the service provided in a timely manner?	0	0	0	0	1	1.00	1
Was the technician knowledgeable?	0	0	1	0	0	3.00	1
Was the problem solved to your satisfaction?	0	0	1	0	0	3.00	1
Was the technician friendly?	0	0	1	0	0	3.00	0
Was the solution of your problem clearly communicated to you?	0	0	1	0	0	3.00	1
If Field Services visited your workstation did they leave a note explaining what was done?							0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				1
<u>Michigan State Police</u>	19 Survey(s) Found						
Was the service provided in a timely manner?	7	1	5	3	1	3.59	3
Was the technician knowledgeable?	10	4	3	0	0	4.41	0
Was the problem solved to your satisfaction?	10	2	0	1	3	3.94	6
Was the technician friendly?	13	4	0	0	0	4.76	1
Was the solution of your problem clearly communicated to you?	10	2	1	2	2	3.94	3
If Field Services visited your workstation did they leave a note explaining what was done?	7	2	8				0
Was your problem resolved with your initial contact to DIT Support?	9	8	0				5
<u>Grand Totals</u>	677 Survey(s) Found						
Was the service provided in a timely manner?	394	146	65	29	24	4.30	94
Was the technician knowledgeable?	407	149	58	15	5	4.48	77
Was the problem solved to your satisfaction?	433	125	45	25	23	4.41	86
Was the technician friendly?	494	109	26	3	2	4.72	66
Was the solution of your problem clearly communicated to you?	406	136	55	22	17	4.40	61
If Field Services visited your workstation did they leave a note explaining what was done?	124	35	484				38
Was your problem resolved with your initial contact to DIT Support?	383	192	79				87

Survey Summary Information

Waiting

0

Responded

677

Processed

0

Expired

4,431

Total : 5,108

Percent Responded / Processed - 13.25 %